

## REMARKS

Pursuant to an Interview conducted with the Examiner on July 13, 2004, and as reflected in the Interview Summary dated July 26, 2004, the Examiner requested that a Substitute Specification be submitted which includes the amendments recited in the Preliminary Amendment filed March 1, 1999. Accordingly, Applicants have attached herewith the requisite Substitute Specification.

Claims 19-35 remain in this application. Such claims are in their original form.

Pursuant to the above-referenced Interview, the patentability of independent claim 19 of the present application was discussed in light of prior art document U.S. Patent No. 5,740,240 issued to Jolissaint. As a result of such interview, the Examiner advised Applicants that the prior art does not teach the connection between the VRU and ACD communication system as claimed because the disclosure teaches that agent stations are not part of the ACD with respect to the connection. Moreover, the Examiner stated that the claims would be allowed even though new prior art teach the connection as claimed but not other claimed limitations; e.g., connecting agent stations to communication equipment.

In light of the above, Applicants respectfully submit that independent claim 19 of the present application, as well as claims 20-35 which respectfully depend therefrom, are now in condition for allowance. Accordingly, Applicants respectfully request that a timely Notice of Allowance be issued in this case.

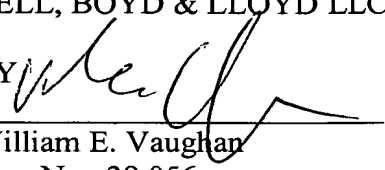
In addition, Applicants respectfully submit that claims 36-45 which were submitted as new claims in the Amendment dated June 4, 2003, were never entered by the Patent Office as indicated in the Advisory Action dated July 21, 2003. However, additional fees for these 10 claims in the amount of \$798.00 were, in fact, submitted to the Patent Office at that time. For reference, a copy of the Amendment Transmittal Letter for the Amendment dated June 4, 2003 is attached herewith. Accordingly, Applicants respectfully request a refund from the Patent Office in the amount of \$798.00. It is further noted that an additional three month extension of time fee is due in connection with this response at this time (\$980.00).

Applicants therefore respectfully submit that the difference of these fees (\$182.00 be deducted) from deposit account no. 02-1818. When such deduction is made, please indicate the Attorney Docket No. (0112740-072) on the account statement.

Respectfully submitted,

BELL, BOYD & LLOYD LLC

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